



# **PUBLIC AFFAIRS FOUNDATION**

## **CITIZEN REPORT CARDS AND MORE**



# BACKGROUND

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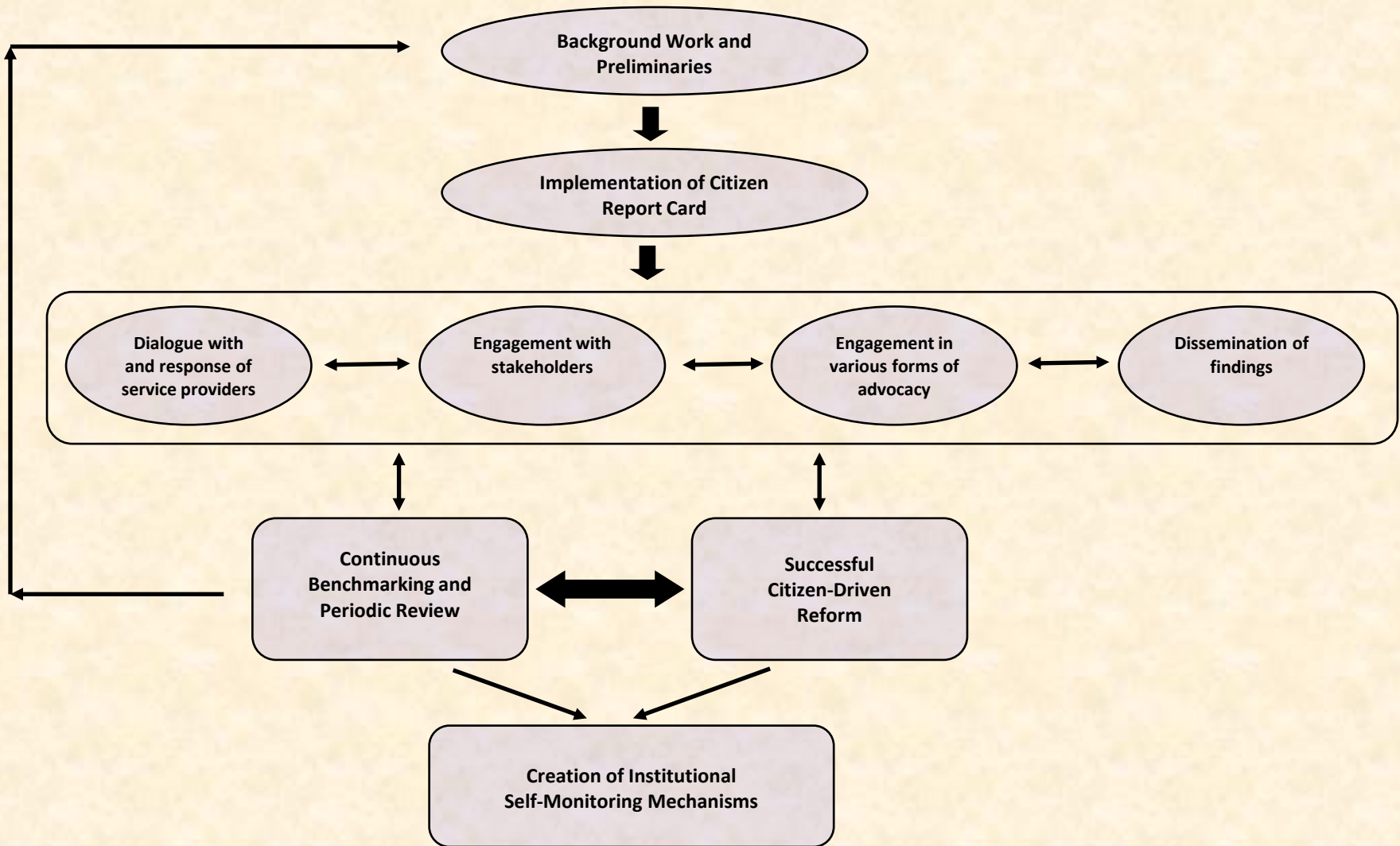
- ➔ Set up in 2003 in response to demand for CRC work around the world
- ➔ Team of 5 - Located in Bangalore
- ➔ Flagship product is Citizen Report Card,
- ➔ Others include Community score cards, workshop modules on CRC, Social accountability tools in general, training for government officials, technical support on CRC and CSC

# A FLAVOUR OF RECENT PROJECTS



- ➔ CRC on Health services in hospitals in Bangalore
- ➔ Maternity homes run by City Corporation – CRC in 1999, 2003, 2010. CSC and PETS in 2010, dialogue with service providers at facility level and at Corporation level on.
- ➔ Delhi Social Audit – I and II
- ➔ Planning commission driven State Social Audits in 4 provinces so far
- ➔ Dadra Nagar Haveli – district hospital – case of corruption reported and acted on right away
- ➔ Tanzania – CRC and CSC

# CONCEPT: WHAT IS A CITIZEN REPORT CARD?



# Elements of the CRC Process



- ➔ **Preliminary Work:** Identify the issues, ascertain feasibility of CRC, define scope of action, design survey, and frame the sample
- ➔ **Implementation of CRC:** Collect user feedback, engage with service providers, rate services, analyze and interpret data, and produce reports
- ➔ **Setting an Agenda for Reform:** Actively engage all stakeholders (users, citizens, service providers, policymakers, etc.), disseminate findings, and promote advocacy (civil society, media, etc.)
- ➔ **Benchmarking and Reform:** Affect citizen-driven reform and maintain a continuous benchmarking process through periodic review
- ➔ **Self-Monitoring Institutions:** Encourage service providers to be accountable and monitor their own effectiveness without requiring external impetus



# Contacts and materials

- ⇒ Elearning course - [www.citizenreportcard.com](http://www.citizenreportcard.com)
- ⇒ Website - [www.pafglobal.org](http://www.pafglobal.org)
- ⇒ Website PAC - [www.pacindia.org](http://www.pacindia.org)
- ⇒ Email - [sita@pafglobal.org](mailto:sita@pafglobal.org)
- ⇒ Films
  - CRC approach, all India CRC
  - Electoral reforms
  - CMCA